



Agenda Date: 9/27/00
Agenda Item: 7-A

STATE OF NEW JERSEY

Board of Public Utilities

*Two Gateway Center
Newark, NJ 07102*

CABLE TELEVISION

IN THE MATTER OF THE PETITION OF)	Order of Approval
LENFEST ATLANTIC, INC., D/B/A COMCAST)	
CABLE, FOR THE APPROVAL OF AN)	
OFFICE CLOSING AND RELOCATION)	Docket No. CO00060361

Stryker, Tams & Dill, LLP By Dennis C. Linken, Esq., Newark, New Jersey, for Lenfest Atlantic, Inc. (Comcast Cable).

BY THE BOARD:

Lenfest Atlantic, Inc. d/b/a Comcast Cable (hereinafter "Petitioner") is a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, with its principal office at 1846 N. West Boulevard, Millville, New Jersey. On June 20, 2000, Petitioner filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval to close and relocate its customer service office presently located at 19 East Oak Street, in the City of Millville, New Jersey. Petitioner requests permission to relocate to a new site at 2275 North 2nd Street, also in the City of Millville, which is approximately three (3) miles away from the present location.

The Petitioner asserts that the relocation is necessary since the available space for use by customers at the current location is limited, consisting of approximately 120 square feet.

The new office is in close proximity to the existing office, and will offer marked improvements that will benefit both customers and the company. The new location offers a significantly larger employee work area and subscriber access area with approximately 1200 square feet of total space and is conveniently located in a well-lit shopping mall. Access to and from the facility will be greatly enhanced due to the fact that the new office is located on Route 47 within close proximity to a Route 55 exit. Public transportation is also readily available on a frequent basis to customers who cannot travel by car.

All services presently available at the current office will be continued at the new location. Subscribers using the new office will be able to make bill payments, exchange converters/remote controls, file complaints and schedule service calls. Hours of operation will be from 9:00 am to 5:00 pm, Monday through Friday and 9:00 am to 1:00 pm on Saturdays.

The Petitioner's present customer service and technical staff will all relocate to the new office.

The Petitioner posted notice of the proposed office closing, as required by N.J.A.C. 14:18-5.1, at its current office at 19 East Oak Street in Millville. Notice was also published on June 21, 2000 in the The Daily Journal, a newspaper printed and published at Millville, County of

Cumberland that has general circulation in the Petitioner's service area. Additionally, the Petitioner sent a letter of advisement to the municipal clerk of the affected municipalities on June 19, 2000.

Previously, in an unrelated, but similar matter, the Division of Ratepayer Advocate ("RPA") objected to a form of notice, which failed to post a toll free number or local exchange number for the company as required by N.J.A.C. 14:18-5.1 (d). Staff notified the Petitioner of the RPA's concerns to allow it time to perfect the notice.

Subsequently, by letter dated August 25, 2000, the RPA indicated its support for Board approval of the office relocation and for the granting of a waiver for the deficient notice.

The proposed office closing and relocation conforms with all existing franchise commitments and obligations in the Certificate of Approval and municipal consent agreements for the municipalities served by the current office.

The Board having reviewed the petition and considered the supporting documentation, as well as the absence of objections to the closing and relocation, **FINDS** that the proposed change will not adversely affect the subscribers in the system.

Accordingly, after consideration of this matter, the Board **HEREBY APPROVES** the Petitioner's request.

DATED: October 2, 2000

BOARD OF PUBLIC UTILITIES
BY:

(signed)

HERBERT H. TATE
PRESIDENT

(signed)

CARMEN J. ARMENTI
COMMISSIONER

(signed)

FREDERICK F. BUTLER
COMMISSIONER

ATTEST:

(signed)
FRANCES L. SMITH
SECRETARY